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MINNESOTA BULLETIN NO. 180-4-3

SUBJECT: CPA – USE OF CUSTOMER SERVICE TOOLKIT

Purpose: To inform all employees of the mandatory use of the customer service Toolkit.

Expiration Date: September 30, 2004

As the agency continues to implement the conservation provisions of the 2002 Farm Bill, we are upgrading communications systems in Service Centers and are bringing on-line new web-based application tools, such as eFOTG, TechReg, and ProTracts.

Effective immediately, the use of Customer Service Toolkit for developing and documenting all conservation plans is mandated for NRCS.

Over the next 7 months, a new or updated Customer Service Toolkit will be built with ArcGIS technology. The updated version will write directly to the national Toolkit database. Starting now, the existing and new versions of Toolkit will be the approved tool for use within NRCS.

Questions about this bulletin may be directed to Robin Martinek, State Agronomist at 651-602-7866.

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